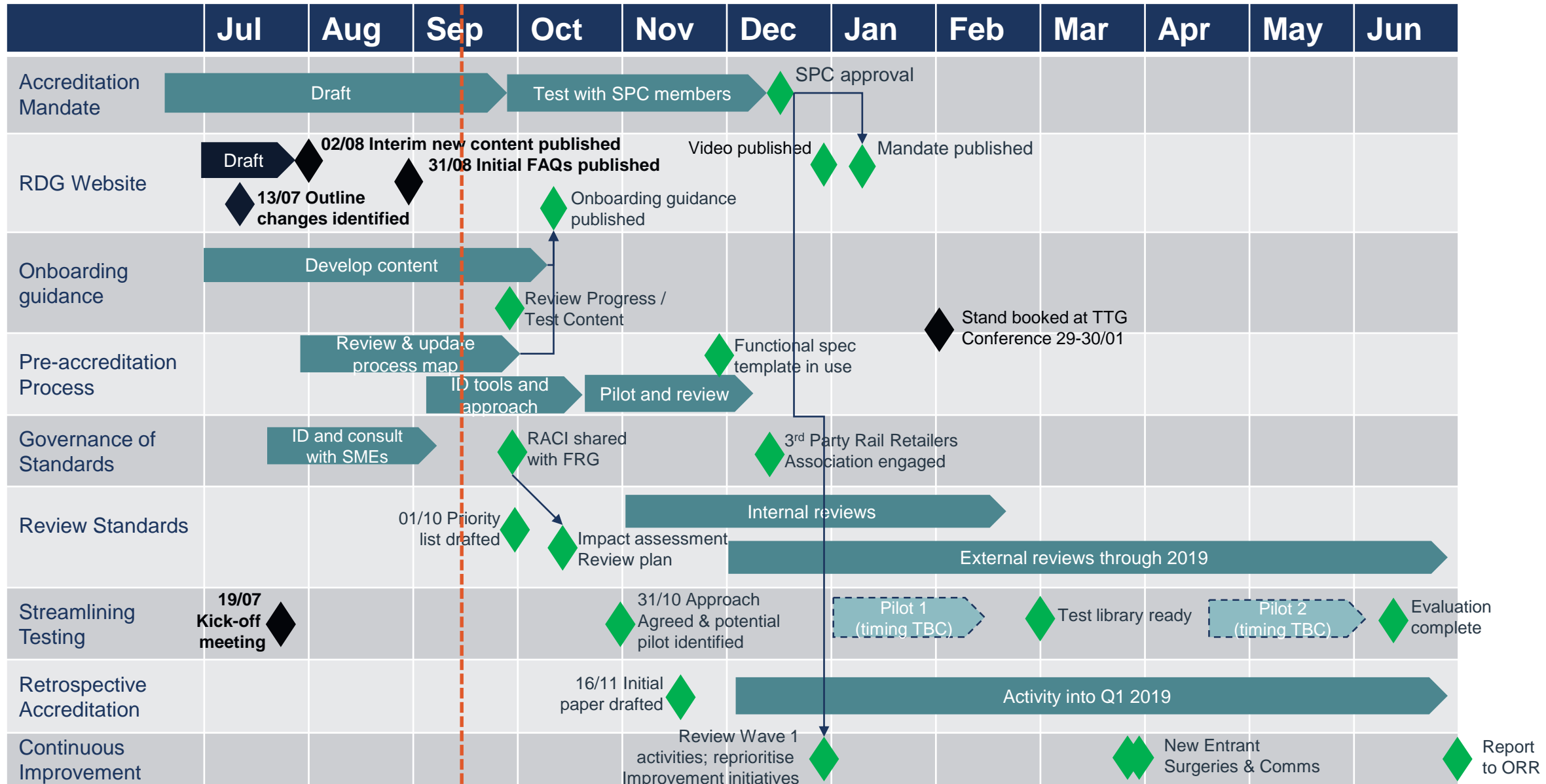


# ORR Market Study - RDG High Level Plan v6

On Track

Completed



# ORR Market Study - RDG Deliverables v6

What	Outcome	How will we achieve the Outcome	Date	Output
<b>Accreditation Mandate</b>	Clarified mandate including support for innovation and a governance escalation route approved by TOCs. Will clarify the purpose and aims of accreditation.	<ul style="list-style-type: none"> <li>Series of discussions internally, with suppliers and with TOCs - build consensus for change &amp; clearly document it.</li> <li>Strategic Partnership Committee to approve</li> </ul>	11/01/19	<ul style="list-style-type: none"> <li>Repositioned statement of team role and responsibility.</li> <li>Revised process for managing compliance.</li> <li>Update 2016 RDG Accreditation Handbook accordingly.</li> <li>Publish accreditation mandate</li> </ul>
<b>RDG Website</b>	Refreshed online page structure that is easier to access and which aims to increase ease of finding core content and increase transparency of the process for new entrants.	<ul style="list-style-type: none"> <li>Remove old website content, update look and feel, add new materials.</li> <li>News item on RDG page, fortnightly internal comms.</li> <li>Inform current contacts</li> </ul>	<b>02/08/18</b>	<ul style="list-style-type: none"> <li><b>New introductory content published; layout refreshed, downloadable forms added. Complete.</b></li> </ul>
			<b>31/08/18</b>	<ul style="list-style-type: none"> <li><b>FAQs page added. Complete.</b></li> </ul>
			31/12/18	<ul style="list-style-type: none"> <li>Video added.</li> </ul>
<b>Onboarding Guidance</b>	Updated material which will be loaded onto the refreshed online page structure. This will provide new entrants with refreshed and simplified core content that will enable them to assess the level of effort required to enter accreditation.	<ul style="list-style-type: none"> <li>Create &amp; advertise a new post of Accreditation Support Manager during Sept 2018.</li> <li>Invite newer suppliers to review and provide feedback on draft materials.</li> <li>Signpost website materials upon receipt of new enquiries.</li> </ul>	12/10/18	<ul style="list-style-type: none"> <li>Process overview and timeline (best case v. factors which will extend).</li> </ul>
12/10/18			<ul style="list-style-type: none"> <li>Content describing what suppliers should expect before entering formal process.</li> </ul>	
30/11/18			<ul style="list-style-type: none"> <li>Functional spec template.</li> </ul>	
<b>Pre-Accreditation Process</b>			<ul style="list-style-type: none"> <li><b>Booked at TTG Stand on 29/01/2019. Complete.</b></li> </ul>	
<b>Governance of Standards</b>	Provide greater clarity and awareness with regard to accountability and responsibility for standards creation and the review process.	<ul style="list-style-type: none"> <li>Brief key fora / stakeholders</li> <li>Strategic Partnership Committee approval</li> </ul>	31/12/18	<ul style="list-style-type: none"> <li>RSPS9000 (Compliance Standards Development Process) updated.</li> </ul>
			30/09/18	<ul style="list-style-type: none"> <li>Paper to Fares &amp; retail Group.</li> </ul>
<b>Review Standards</b>	Standards & tests that are perceived to be confusing, duplicative and/or go further than necessary will have been reviewed and simplified. Seek clearer definition between technical & retail standards.	<ul style="list-style-type: none"> <li>Survey selected suppliers to provide more specificity of what needs to change.</li> <li>Educate stakeholders on rationale for standards and their structure.</li> </ul>	01/10/18	<ul style="list-style-type: none"> <li>Priority list of areas for focus.</li> </ul>
			23/10/18	<ul style="list-style-type: none"> <li>Impact assess any proposed structural changes</li> <li>Plan for the standards review.</li> </ul>
<b>Streamlining Testing</b>	Run and review a pilot designed to reduce cost and time for new suppliers to maintain compliance with standards.	<ul style="list-style-type: none"> <li>Current focus on tests which suppliers design and submit evidence of themselves and the requirement on them to stay abreast of changes to the knowledge base / PMS</li> </ul>	31/10/18	<ul style="list-style-type: none"> <li>White paper outlining the approach.</li> </ul>
			01/03/19	<ul style="list-style-type: none"> <li>Implement a Test library.</li> </ul>
			14/06/19	<ul style="list-style-type: none"> <li>Pilot report &amp; plans to progress /embed.</li> </ul>
<b>Retrospective Accreditation</b>	Develop & trial a new accreditation process for selected online 3 <sup>rd</sup> party retailers which is subject to retrospective accreditation post go-live rather than pre go-live.	<ul style="list-style-type: none"> <li>Internal agreement</li> <li>Strategic Partnership Committee and possibly Customer Board approval</li> </ul>	16/11/18	<ul style="list-style-type: none"> <li>Proposal for new process.</li> </ul>
			30/06/19	<ul style="list-style-type: none"> <li>Report on pilot.</li> </ul>
<b>Continuous Improvement</b>	Review progress with retailer/supplier stakeholders and advertise opportunities to new entrants	<ul style="list-style-type: none"> <li>Review progress with TOCs &amp; TPRRA</li> <li>New Entrant Surgeries</li> </ul>	30/06/19	<ul style="list-style-type: none"> <li>Issue Final Report to ORR by 30 June 2019.</li> </ul>